



City of Santa Fe
Santa Fe Ride
P.O. Box 909
Santa Fe, NM 87504

Santa Fe Ride Paratransit Program Handbook



SANTA FE RIDE

*A comprehensive guide to Santa Fe
Ride Paratransit Program services
available to persons with disabilities
and those over age 60.*

Effective Date: 04/18/2007

***City of Santa Fe, Santa Fe Trails
P.O. Box 909, 2931 Rufina Street
Santa Fe, New Mexico 87507-0909***

Santa Fe Ride Paratransit Program Handbook

This handbook has been developed as a helpful guide to Paratransit passengers. It contains information on:

- applying for a Santa Fe Ride Paratransit Program ID card
- riding safely
- scheduling tips and more

For your convenience, there is a list of telephone numbers of community agencies and offices that serve senior citizens and people with disabilities on pages 21-22.

This handbook is available in alternate formats of: Spanish, Braille or Large print.

Paratransit office hours:

Tuesday, Wednesday, & Thursday

- 9:00 a.m. - 11:00 a.m.
- 1:30 p.m. - 4:00 p.m.

If you have any questions or comments, please call:

(505) 955-2001
or
(505) 473-4444

USEFUL TELEPHONE NUMBERS

CITY OF SANTA FE SENIOR CENTERS

LUISA

(505) 955-4717
1522 Luisa St.
(enter from Columbia St.)
Santa Fe, New Mexico 87501

PASATIEMPO

(505) 955-4755
664 Alta Vista St.
Santa Fe, New Mexico 87501
Kitchen (505) 955-6433

VILLA CONSUELO

(505) 474-5431
1200 Camino Consuelo
Santa Fe, New Mexico 87505

VENTANA DE VIDA

(505) 982-3200
1500 Pacheco St.
Santa Fe, New Mexico 87505

MARY ESTHER GONZALES (M.E.G.) SENIOR CENTER

(505) 955-4721 Transportation
1121 Alto St. Santa Fe, New Mexico 87501

COMMISSION FOR THE DEAF & HARD OF HEARING

(505) 827-7584

NEW VISTAS

(505) 471-1001

SANTA FE TRAILS

(505) 955-2001

SAFE RIDE SERVICES

1-800-797-7433

VETERANS ADMINISTRATION

1-800-827-1000

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Americans with Disabilities Act (ADA)

If you meet the following description of a person with a disability, you may be eligible for transportation services expressly for ADA-qualifying people.

- Any person with a disability who is unable, as a result of a physical or mental impairment, to board, ride, or disembark from an accessible public bus without the assistance of another person (except the operator of a wheelchair lift).
- Any individual with a disability who uses a wheelchair and wishes to travel on an accessible fixed-route bus on which the wheelchair lift cannot be used safely at the desired bus stop; or if temporary conditions at the bus stop beyond Santa Fe Trails' control prevent the safe use of the bus stop by all passengers.
- Any person with a disability who has a specific impairment-related condition which prevents him/her from traveling to or from a bus stop. Architectural and environmental barriers such as distance, terrain, or weather alone do not form a basis for eligibility. However, a person may

USEFUL TELEPHONE NUMBERS

BUS SCHEDULE INFORMATION and LOST and FOUND

(505) 955-2001

COMMISSION FOR THE DEAF & HARD OF HEARING

(505) 827-7584

COMMODITIES INFORMATION ECHO Commodities

(State) (505) 242-6777

MOTOR VEHICLE DIVISION

(505) 827-7600

2544 Camino Edward Ortiz
Santa Fe, New Mexico 87507

SAFE RIDE SERVICES

1-800-797-7433

SANTA FE RIDE COMPLAINTS

(505) 473-4444

VETERANS ADMINISTRATION TOLL FREE

1-800-827-1000

Paratransit Eligible Visitors

Any person with a disability visiting Santa Fe, may be eligible to use the Santa Fe Ride Paratransit service for up to 21 days. After 21 days, the visitor will be required to become Santa Fe Ride-certified to continue to use the service. Please call Santa Fe Trails for more information at (505) 473-4444, (505) 955-2001 or (505) 955-2022 TDD/TTY. The visitor must be ADA paratransit eligible in another transit district and must provide Santa Fe Trails proof of his or her paratransit eligibility and/or his or her place of residence and type of disability. All regular Santa Fe Ride Paratransit Program policies apply to visitors.



Americans with Disabilities Act (ADA)

be eligible if the interaction of the disability and barriers prevents him/her from traveling to or from a bus stop.

- If you meet the ADA's definition of having a disability you will be issued an ADA Santa Fe Ride Paratransit Program card, which certifies you as eligible to use "ADA Paratransit Service."

In compliance with the ADA, paratransit service will serve ADA-eligible Santa Fe Ride passengers whose trip origins and destinations are within $\frac{3}{4}$ mile in any direction of a regular Santa Fe Trails, fixed-route bus.



About Santa Fe Ride Paratransit Program

Santa Fe Ride Paratransit Program is a public transportation system for (persons of all ages with disabilities and who, due to disability cannot utilize the Santa Fe Trails fixed route bus system and for persons age 60 and over who live inside city of Santa Fe limits.) Santa Fe Ride is a request-response public transportation system. It provides door-to-door, public transit service.

The goals of the Santa Fe Ride program are:

- To provide quality paratransit services to eligible persons.
- To provide this service regardless of a user’s abilities or background.

NOTE: We encourage you to use the regular Santa Fe Trails’ fixed-route bus if you are physically able to do so. For a bus schedule call:

Phone: **(505) 955-2001**

Reservation and Subsrcription trips:

Reservation and Subscription trip requests can be made Monday through Sunday from 7:00 a.m. to 7:00 p.m.

Appeals Process

All decisions of the subcommittee are final. This document will be made available in accessible format upon request to:

City of Santa Fe
Santa Fe Trails
Santa Fe Ride Paratransit Program
P.O. Box 909
Santa Fe, New Mexico 87504
(505) 955-2002
(505) 955-2022 (TTY)

Appeals Process

member, and should the presiding officer disagree with the challenge, the issue will be decided by a majority vote of the subcommittee.

The sequence of the appeal hearing will be as follows:

1. An opening statement of issues will be made by a subcommittee member or the Paratransit Operations Manager or designee.
2. The appellant or representative will present his/her case to the subcommittee unless both parties agree otherwise.
3. Santa Fe Ride staff shall have the opportunity to respond to any issues brought forth by the appellant or representative.
4. Witnesses will be called and questioned on the issue before the subcommittee.
5. Decisions of the subcommittee will be made in executive session with members of the subcommittee and relevant Santa Fe Ride staff present.
6. Appellants will be notified in writing of the subcommittee decision within 5 working days of the date of the subcommittee hearing. Appellants of ridership suspensions due to take effect the day after the appeal hearing will be notified of the subcommittee's decision by phone the day of the hearing.

About Santa Fe Ride Paratransit Program

The following definitions will help you better understand and use our system.

General Terms

Attendant

An approved person who accompanies you to assist you. If approved, a member is allowed one attendant per trip. Attendants travel at no cost to user. The attendant must start and end their trip with the passenger.

Companion

A person who is traveling with you. You are allowed one companion at the cost of \$2 - \$5 fare. Please let the dispatcher know you will have a companion when arranging your trip. Companion must start and end their trip with the passenger.

Designated Areas of Service

The Santa Fe city limits.

Exceptions of the city limits:

- Santa Fe Factory Outlets
- Santa Fe Community College
- Santa Fe Municipal Airport

Drop-off

The place and time your trip ends.

Fixed-Route Bus System

Santa Fe Trails' buses and their designated routes.

ID Cards

Abbreviation for identification card. It is the card which proves you are eligible for the Santa Fe Ride Program. You must have your card with you to ride.

Pick-up

The place and time your trip begins.

Trip

From pick-up to drop-off. A trip can only include **one** stop for a maximum of five minutes. This stop must be requested & approved when making your appointment. The stop must be along the route. Drivers will not honor a request for a stop.

Types of Trips

- Please have exact amount for your trip.
Drivers do not have change.

Reservation Trip (Guaranteed)

This trip must be scheduled by 7:00 p.m. the night before or as early as 14 days in advance. Vehicle will arrive no earlier than 15 minutes before and no later than 15 minutes after the requested time. *If you change your requested time, origin or destination on the day of service the trip will become on-demand.*

Round Trip

If you make a reservation, the trip can be scheduled with a minimum 20-minute stop over. The return trip may be a different driver. This request is not available for same day request.

Subscription Trip

This trip would be to the same origin, destination and request time for several dates. Examples: work, school, physical therapy. Trips must be requested by 7:00 p.m. the night before or as early as 14 days in advance. Vehicle will arrive no earlier than the 15 minutes before and no later than 15 minutes after the requested time. *If you change your requested time, origin or destination on the day of service the trip will become on-demand.*

Continuation Trip

Two separate trips and two separate destinations. The vehicle will wait for 10 minutes at the stop- over location. If the passenger takes longer than ten minutes the vehicle will leave and the passenger will need to call in and request an on-demand trip.

On-Demand Trip

This trip is requested on the day of service. Requests are processed as soon as possible but may take up to 90 minutes for a pick-up.

NOTE: Because these requests are made without a reservation it is important to be prepared for the following:

- You must be ready to leave at the time you make the request.

Appeals Process

room and only while their appeal is being heard.

Failure of any person or his/her designated representative to appear in person or send a written appeal at the scheduled appeal hearing means he/she has waived his/her right to appeal. Appeals submitted in writing will be considered with or without the appellant present.

Only those issues relevant to each appeal will be heard at the appeal hearing. Appeal notices and the hearing process will be offered in accessible formats and proper accommodation will be made upon prior notice to the Santa Fe Ride administrative office.

The subcommittee may impose reasonable time limits on the length of testimony or questioning and on the number of witnesses that shall be heard at the appeal hearing. The subcommittee will base its decision on evidence of a type commonly relied upon by reasonable prudent persons in the conduct of their affairs.

The Chairperson of the subcommittee will act as the presiding officer at the hearing unless he/she is unavailable or wishes to delegate this duty. In this case, the Chairperson will select a presiding officer. The presiding officer will: (1) rule on procedural issues and (2) be responsible for the subcommittee's written ruling in each case.

If an action of the presiding officer is challenged by another subcommittee

Appeals Process

Applicants who are denied full or partial ridership certification by the Santa Fe Ride Operations Manager have the right to appeal the denial decision to the Paratransit Subcommittee of the City of Santa Fe Transit Advisory Board. Applicants who were denied ridership certification must appeal this decision within sixty (60) days from the date of the denial letter.

Santa Fe Ride passengers wishing to appeal ridership suspensions are eligible to have their issue heard by this subcommittee. Ridership suspension appeals must be received before the first day of the suspension. If the suspension was immediate due to serious safety concerns, the appeal, if requested, will be heard by the subcommittee within 5 days following the time the Santa Fe Ride administrative office receives notice of the desire to appeal.

Santa Fe Ride customers with service concerns resolution are eligible to have their issues heard by subcommittee. Service concern appeals must be requested in writing or by phone within 60 days of the date of the incident from which the notice of resolutions was received.

Notification of wish to appeal can be made either by letter or telephone to the Operations Manager of the Santa Fe Ride Program.

The appellant may bring any witnesses and representatives as necessary to the hearing of the appeal issue(s) to the appeal hearing. Only those directly involved in each appeal will be allowed in the hearing

How to apply for the SF Ride Paratransit Program

1. Call the Transportation Center **(505) 473-4444**.
2. Ask for information or an application for the Santa Fe Ride Paratransit program, or print the application from website: **www.santafenm.gov**
Click on Santa Fe Trails Public transportation button.
3. You may also come by the Santa Fe Trails office at 2931 Rufina Street
4. Have your physician, registered nurse or state licensed social worker or case worker complete the professional verification part of the application. If you have questions regarding the eligibility of your health care professional please contact **(505) 473-4444**.
5. Mail, fax or bring the application to Santa Fe Trails, P.O. Box 909, 2931 Rufina St., Fax # (505) 955-2049 Santa Fe, NM 87505-0909.
6. Upon receiving and reviewing your application the Santa Fe Ride Paratransit Program will contact you for an interview. **(this may take up to 21 days after receipt of application)**

Interviews are mandatory for approval.

7. If all the information in your application is correct and the interview is completed, you will be eligible for the program.

How to apply for the SF Ride Paratransit Program

8. Your ID card will be mailed to you with a certification letter.
9. You must be recertified for the program every 1 to 3 years depending on your disability status (**permanent or temporary**).

Follow steps 1 - 9 above.

With a valid Santa Fe Ride Paratransit ID you will have access to the service.

There is no cost to apply. Your first card is free; however if you lose your card a replacement card costs \$5.00

Santa Fe Ride Paratransit Senior Card

To apply for a Santa Fe Ride Paratransit Senior Card you must:

1. Apply in person at the Santa Fe Trails, office located at 2931 Rufina Street. Applicants are seen as “walk-ins” on a first-come, first-served basis. No appointments are scheduled.

Office Hours for Senior Walk-ins:

- **Tuesday**
9:00 a.m.- 11:00 a.m. and
1:30 p.m.- 4:00 p.m.
- **Wednesday**
9:00 a.m.- 11:00 a.m. and
1:30 p.m.- 4:00 p.m.
- **Thursday**
9:00 a.m.- 11:00 a.m. and
1:30 p.m.- 4:00 p.m.

Guide Dogs and Other Mobility Aids

Guide dogs and other service animals are always welcome on Santa Fe Ride.

A passenger using a motorized scooter, crutches or a walker can be easily accommodated. Other types of mobility aids may be accommodated provided they may be stowed or secured safely while the vehicle is moving. If you are unable to board any of the vehicles our drivers will help you, providing you request assistance.



All City of Santa Fe vehicles are lift equipped. If your disability is one that requires a sedan a medical statement will be necessary to provide this reasonable accommodation.

Companions and Attendants

The dispatcher will be happy to accommodate an attendant if you require personal care. Personal care attendants may travel with a Santa Fe Ride Paratransit Program member at no charge, (as long as the member has indicated the use of a personal care attendant on his/her ADA application). The Santa Fe Ride Paratransit Program does not provide personal care attendants.

If you did not require a personal care attendant when you applied for the Santa Fe Ride Paratransit Program but now do, please contact the office: (505) 473-4444 (505) 955-2022 TDD/TTY.

Companions may accompany Santa Fe Ride passengers. Companions are accepted on a space-available basis and must have the same origin and destination as the passenger they are accompanying. Trips falling under the Americans with Disabilities Act (ADA) will allow one companion per passenger in addition to a personal care attendant. Additional companions may be accepted on a space-available basis.

Companions are required to pay the same Santa Fe Ride Paratransit Program fare as the member with whom they travel.

2. Bring a legal ID/passport and proof of your age and current address, such as utility bill.
3. Complete a short application.
4. Have photo taken for your **Senior Santa Fe Ride Paratransit ID card**.
5. ID Cards are awarded onsite at the time you apply.

There is no cost to apply. Your first card is free, however, if you lose your card a replacement card costs \$5.00.

How to Schedule a Santa Fe Ride Paratransit Trip

1. Call **(505) 473-4444** to make your reservation.
(see page 8 for types of trips)
2. Cost per trip:
 - Persons with disabilities: \$2.00
 - Senior user without disabilities: \$5.00
3. Santa Fe Ride Paratransit transportation operates 24 hours - 7 days a week including holidays.
4. **REMEMBER** you must have a valid Santa Fe Ride Paratransit Program ID card with you for each trip. Please do not ask your driver to go outside of the designated service area. The program will not pay for these trips.
5. Concerns or Complaints should be directed to the Transportation Center **(505) 473-4444** Concerns/Complaints should NOT go to Capital City Cab.

How to apply for the Senior Services ID Card

As a senior citizen, you may also want to apply for the Senior Services ID card through your local Senior Center.

To apply for the Senior Services ID card you must be 60 yrs. of age or older or in the RSVP program:

1. Apply in person at the Mary Esther Gonzales (M.E.G.) Senior Center. You cannot schedule an appointment. Applicants are seen as “walk-ins” on a first-come, first-served basis.

Phone number: (505) 955-4700

Address: 1121 Alto Street

Office hours for walk-ins:

- **Tuesdays:** 9:30 a.m. - 12:00 p.m.
and 1:20 p.m. - 3:30 p.m.
- **Thursdays:** 9:30 a.m. - 12:00 p.m.
and 1:20 p.m. - 3:30 p.m.

Cost to apply:

\$2.00 for first card

\$1.00 to replace or change card

2. Bring a legal ID with proof of age.
3. Complete an application
4. Have photo taken for Senior Services ID card
5. ID cards are awarded onsite at the time you apply

NOTE: Senior Services ID cards do not expire.

Cost per trip:

Seniors with Senior Services ID card:

\$0.50 donation

Phone number for Senior Services transportation reservations: (505) 955-4700

Hours of Senior transportation service:

Monday:	8:00 a.m. - 5:00 p.m.
Tuesday:	8:00 a.m. - 3:30 p.m.
Wednesday:	8:00 a.m. - 5:00 p.m.
Thursday:	8:00 a.m. - 5:00 p.m.
Friday:	8:00 a.m. - 5:00 p.m.

USEFUL SENIOR TELEPHONE NUMBERS

COMPANION PROGRAMS

(505) 955-4748

MEALS ON WHEELS SENIOR CENTER PROGRAMS

(505) 955-4722

SENIOR ENROLLMENT

(505) 955-4722

RETIRED SENIOR VOLUNTEER PROGRAM (R.S.V.P)

(505) 955-4760